

The Human Touch

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And More!

Director's Message

Human Services recently achieved some very well-deserved success in Federal Court when U.S. District Judge Tena Campbell signed an order dismissing the 14-year-old David C. class action lawsuit against Child and Family Services. What a great accomplishment!

Credit goes to Director Duane Betournay and all the child welfare workers and leaders who improved the care of abused and neglected children in our state. I know it has been a long, drawn-out case with many twists and turns. I was fortunate enough to see the last two and one-half years when our performance was outstanding and the praise was being heaped on us. But I appreciate the many efforts in the past to hire and train new workers, to design and implement the practice model, to get needed resources from the legislature, and to build employee morale and community support.

Other contributors to the David C. success include the Office of Services Review, led by Brad McGarry, who performed all the tests and analysis of the work being done by DCFS, and attorneys Craig Barlow and Susan Eisenman, who kept the case on track in court.

I also want to give special thanks to the DCFS support staff. They are the unsung heroes who work with caseworkers and supervisors to make sure that children get what they need. I realize that it takes a special kind of



Lisa-Michele Church
Executive Director

person to work in a DCFS office where you see difficult and heartbreaking stories. Thank you for supporting our efforts with all your day-to-day professionalism and dedication. We couldn't do it without you!

Even though Child and Family Services Director Richard Anderson has left us to serve his church, I would like to say a big "thank you" to him as well for the enormous amount of work he put in to bring David C. to a close. Richard always did everything for the good of Utah's children. He was the driving force behind most of the reforms. He never stopped trying to improve things for families. We appreciate him and miss him!

Other great news this month – Curtis deLagerheim from Juvenile Justice Services was named statewide Employee of the Year. That is a great honor for Curtis and we are very proud of him.

The Aging Division held its annual Centenarian event with Utah's citizens who are 100 years old or more. It is very uplifting to see the achievements of some of our oldest and most entertaining citizens. This year the Division put together an absolutely wonderful "yearbook" featuring two pages on each centenarian, including photos and a life sketch. It is truly a collectible. What a nice effort and thanks for always going the extra mile to make a difference.





Parents Have Power to Eliminate Teen Drinking

Lynette Willie, Substance Abuse and Mental Health

Every child comes with two anti-drinking devices, according to Parents Empowered. Their parents.

Parents Empowered is strengthening Utah's parents to help eliminate underage drinking. Parents often worry about underage drinking and its consequences. Now, a Web site full of tools and information to help parents is at www.parentsempowered.org.

Utah Substance Abuse and Mental Health joined other state agencies and organizations last year to create Parents Empowered.org, a new media and education campaign designed to prevent and reduce underage drinking in Utah. The program provides parents and guardians with information about the harmful effects of underage alcohol use and how to use prevention skills with their children.

The message to Utah's parents has been sent statewide. Parents Empowered ran 5,569 TV ads, 4,315 radio ads, 548,750 printed magazine ads, 500,000 brochures and a 12-page insert in The Salt Lake Tribune and Deseret Morning News with close to one million inserts distributed.

Promotional materials were distributed to the general public, Parents Empowered Month was proclaimed and Utah schools received media kits and participated in hosting community



activities. Life size teen cutouts and mini cutouts with underage drinking messages were displayed in liquor stores, and 40 outdoor billboards were rented.

"Alcohol Can Trash Your Kid's Brain" was placed on 50 garbage trucks and 100 mobile billboards throughout Salt Lake City and County.

Now the campaign is targeting Utah's largest employers, asking them to have their employees visit the Web site at www.parentsempowered.org. State employees also are encouraged to participate.

Further information is available from Craig PoVey at (801) 538-4354.

Update: Sick Leave Changes

Angela Abbott, Human Resources

Some changes have taken effect with your sick leave. The State now has two categories of sick leave: Program I and Program II.

Program I is sick leave and converted sick leave accrued prior to January 1, 2006.

Program II is sick leave and converted sick leave accrued on or after January 1, 2006.

The changes occurred when legislative House Bill 213, which went into effect last year requiring Program II sick and/or converted sick leave balances to be used first before using Program I hours. This is referred to as LIFO (Last In, First Out). Once all Program II sick or converted sick leave is used, employees may then use Program I leave by completing and submitting an "Authorization to Make Pre-2006 Sick/Converted Sick Leave Balances Available for Paid Absences" form.

Some employees previously completed the form to have Program I hours made available before exhausting Program II hours. Due to recent clarifications about the law, employees, who have requested that Program I hours be made available prior to exhaust-

ing Program II hours, will have those Program I hours moved back to Program I balances.

The Department of Human Resource Management and State Finance Office are working with each department to resolve this issue. Affected employees will receive a letter notifying them of the number of hours being returned to Program I. Hours returned to Program I will be available for future sick leave time off, if needed, or employees will have other options depending on the year retiring.

Beginning in 2011, employees will have a one-time irrevocable option to move all Program I sick and converted sick hours to Program II. Employees should consult with Human Resources before making this decision to ensure they understand the effects the option may have on retirement.

Your paycheck stub shows how many hours of leave you have in each account. We understand this information is technical and can be confusing, so please call your Human Resource Office to talk about your particular situation.



The Human Touch

Curtis deLagerheim: State Employee of the Year

Carol Sisco, Public Information Officer

Curtis deLagerheim doesn't treat his charges like juvenile delinquents even though all come to him through the Juvenile Courts. Instead, he sees them as valuable "employees" as he lines up their work projects.

deLagerheim, the State Employee of the Year, works at the Juvenile Justice Services Observation and Assessment Unit in Salt Lake City. One of his jobs is finding ways youth can pay off restitution owed to their victims.

His co-workers at Observation and Assessment nominated him.

"Curtis has a way of working with the boys that enables him to gain rapport quickly while providing them with an environment of safety and respect," colleague Andrey George said.

Youth between the ages of 12 and 18 don't arrive there voluntarily. They're ordered in by the Juvenile Court. Some have a hard time being away from family and friends too. But Curtis gets to know them, and teaches them about the importance of having a strong work ethic and completing jobs.

"I find projects for them," he said. "Last year we planted trees for Tree Utah, helped with the Breast Cancer run and mowed lawns for 14 residences in a retirement community, the Cancer Wellness House and Crossroads Urban Center."

"I don't treat them like juvenile delinquents on the job," he said. "Instead we talk about what job we're doing today, about our task for the day. I try to reward them and guide them through the process so they feel like they are part of something."

They also learn about how their crimes affected the community and about people who need a little extra help.

"It paid off," he said. "Some boys even volunteered to continue mowing lawns for seniors after they left our custody."

Curtis truly is an employee who makes a difference in youths' lives.



Curtis deLagerheim

The Limelight

Link To More Recognition Ideas:

<http://www.hsemployees.utah.gov/limelight/>

Road Trip Recognition

- Manage by wandering around!
- Get out of your office to see and talk with employees about their work.
- Take different routes to and from your office so you can interact with different people.
- Sounds simple right? Think about it . . . how many days do we take the same path back and forth to our desks?
- Try a new route to talk with employees about what's working well on their jobs or what you can do to support them with challenges.

Summer Intern's Experience

Rachelle Smith, Office of Public Guardian Intern.

My high school counselor informed me that the Department of Human Services designed a summer internship program for high school students in the Salt Lake area. I decided to take the chance to gain more experience in my life.

All six interns could have taken any ordinary summer job, but instead we took the opportunity to help others in the community. When I interviewed intern Steven Ulibarri about his thoughts on the internship, his overview perspective was that "it's a good experience", and he has a "better understanding of Human Services." Additionally, intern Martin Young said he wanted "to experience the feeling of helping people I didn't know."

As for me the internship alone opened my eyes to more possibilities I thought possible for me in the future, as I've worked in the Office Of Public Guardian. During my internship experience I filed, created reference materials for the office, learned how to answer the phone, and even created a library for my office. Caseworkers also took me on a few client visits to Provo. It allowed me a hands-on experience with the client. I liked that a lot.

Being more aware of what the Public Guardian does and what it needs, I wanted to contribute something before the internship ended. That's when the interns and I decided to do a fund-raising project for Office of Public Guardian clients, because some of their needs are not being paid for by state or federal dollars, such as vision and dental care, new clothes, entertainment items, gifts for the holidays and birthdays.

We have change donation boxes in about every office of the Human Services Administration Building. If you want to help, please do so by Aug. 2, when the project ends. We're also doing a mini-project with a few simple items, the majority of us take for granted like lip balm, candy, lotion and entertainment items, which ends July 31.

In conclusion, I hope our intern projects are fulfilled and that the Department of Human Services will sponsor another summer internship program for high school students next year, because it truly is an eye opening experience.

If you would like to donate and to help the interns accomplish our goals please donate to:

Office of Public Guardian, Room 329, 120 N. 200 West, Salt Lake City

Phone: (801) 538-8255.

Your donations would be greatly appreciated.

If you have any questions e-mail me at RL-SMITH@utah.gov.

Special thanks to the wonderful Office of Public Guardian employees. You have been kind by always helping me even though you were busy.



Martin, Jamie & Rachelle making donation boxes

Public Guardian Clients Receive Blankets from Juvenile Justices Kids

Martin Young, JJS Intern.

Office of Public Guardian clients are getting both necessities and extras because of a summer interns' special project and blankets donated by the Division of Juvenile Justice Services. Interns gathered the blankets made by youth in custody.

The blankets will be used to cover up needy clients night and day and some also will use them as decorations.

"It's nice to have people feel like somebody is there for them all the time," intern Rachelle Smith said when asked how it feels to help the clients.

Interns are learning more about the Department of Human Services and who it helps as they work.

"It's a great project and it's a good thing to help people who don't have family and to make them feel that they are not forgotten," Smith said about the project.

Making the blankets is "a way for youth to work off restitution hours and gain confidence," said Ginger Sanchez from Juvenile Justice Services. Primary Children's Hospital also receives blankets from the youth housed at Decker Lake. However, the summer intern's project to provide Public Guardian clients with blankets is a new connection.

It's a win-win experience for everyone.





Interns Like Helping People

Carol Sisco, Public Information Officer

Six Salt Lake City high school students are spending their summer helping people and getting paid for it.

Four girls and two boys are participating in the new Human Services intern program designed to provide ethnic minority high school students a summer job with meaning.

"I thought it would be a great opportunity for me to learn about what the government does to help people," Jamie Figueroa said when asked why she chose Human Services. "I am very interested in going into the human services field. Also, I will learn a lot more from this job than I would any other type of job I could have gotten this summer," added Jamie Olsen-Mills



Front: Rachelle Smith, Jackie Rios, Jamie Figueroa
Back: Jamie Olsen-Mills, Steven Ulibarri, Martin Young

Interns are assigned to the various Human Services programs, giving them opportunities with elderly, youth offenders or people with disabilities. Each intern's experience varies depending on where they work. For example, the Substance Abuse and Mental Health intern will help produce a newsletter by learning Photoshop and other digital software, in addition to learning the many, many steps involved in planning a conference.

What have they learned so far?

"I have liked learning new things and meeting different people and seeing how amazing people are and how much they help people," Jackie Rios said.

"I like that we make sure the elderly and disabled are not forgotten," Rachelle Smith said. "A lot of them are and are not taken care of. I like that OPG (Office of Public Guardian) is there for them."

Each week the students participate in a brown bag lunch and discussion to learn more about the department and job skills needed. Topics covered include giving and receiving feedback in the workplace, leadership tips and how the Legislature works. Upcoming is a presentation by the First Lady Mary Kaye Huntsman on her "Power in You" program.

Inspiring Quotes

Consciously or unconsciously, every one of us does render some service or other. If we cultivate the habit of doing this service deliberately, our desire for service will steadily grow stronger, and will make, not only our own happiness, but that of the world at large.

- Mahatma Gandhi (1869-1948)
Preeminent leader of Indian nationalism

Our greatest weakness lies in giving up. The most certain way to succeed is always to try one more time.

- Thomas Edison (1847-1931)
Inventor and Entrepreneur

Only a life lived in the service to others is worth living.

- Albert Einstein (1879-1955)
German-Swiss-U.S. scientist

You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand.

- Woodrow T. Wilson (1856-1924)
Twenty-eighth President of the USA

A business absolutely devoted to service will have only one worry about profits. They will be embarrassingly large.

- Henry Ford (1863-1947)
American industrialist

Postcards from Juvenile Justice Services

"Wish you were here!"

This month's questions:

What brought you to JJS? What are your favorite hobbies? What words of advice have helped you through your life?

From: Lynn Whitman
Duchesne County Receiving Center
Roosevelt, Utah

What brought me to JJS?

A job opening at Split Mountain Youth Center that I just couldn't pass up. It was a Counselor III position that focused on Youth Services Outreach. I had worked with youth for several years prior to working for DSPD. I truly enjoy working with youth and the awesome staff.

What are my favorite hobbies?

I have recently taken up the hobby of Cowboy Action Shooting. It is a sport that both my husband and I enjoy. You shoot a rifle, shotgun and two pistols in a timed event, hitting steel targets and trying not to have any misses. It has been a great stress releaser and meeting fun people throughout the State of Utah.

Words of advice that have helped me through my life:

People may not remember exactly what you did, or what you said, but they will ALWAYS remember how you made them feel.

To:
All the great folks in DHS!

From: Leslie Phillips
Moab Case Management Office
Moab, Utah

What brought me to JJS?

I was working in the local grocery store in Moab in a management position, making very good money but the hours were terrible and I decided that I would rather spend time with my children than spend money so I started looking for a secretarial position. It was very refreshing not to be responsible for sales, employees, etc. etc. That will be 8 years ago this July.

What are my favorite hobbies?

Music, with my children all but grown I have taken a second job as a karaoke disk jockey to help my daughter with her college expenses. It is very different from what I do at my JJS job and I think of it more as a hobby. In Moab we have tourists from all over the world and I often have groups from other countries that sing and have a good time.

Words of advice that have helped me through my life:

It is always better to make friends than enemies. You don't have to agree with someone's politics or religion to be their friend. I have been to very wealthy men's funerals and sat alone on a pew with dry eyes and I have been to poor men's funerals and stood shoulder to shoulder with hundreds of people because all the seats are taken. At those times I have been struck by the diversity of the group who tearfully grieved their dear friend's passing. These are the people who are truly rich. I also believe that they have affected more change in the world simply by being an influence on more humans. Working with kids I try to always be aware that you don't have to be a therapist or a person of power to say something that might help a troubled boy or girl think about their own world in a different light.

To: All the great folks in DHS!



Thanks to Juvenile Justice Services! Want your region/office to be July's Postcards?

Have a question to ask? Write to Donna Russell, DLRussell@utah.gov



The Human Touch

"Wish you were here!" (continued)

From: Lee Eaton

Southwest Utah Youth Center

Cedar City, Utah

What brought me to JJS?

I was completing an internship for my Sociology degree. I observed first-hand the positive differences staff was making in the lives of youth and I gained a real desire to do the same. The passion has stayed with me to this day. I had some awesome mentors at the facility.

What is my favorite hobby or hobbies?

My favorite warm weather hobby is gardening, mostly flowers. In the cold months, I LOVE to read anything and everything.

Words of advice that have helped me through my life?

My grandparents taught me that a person who spends time working the soil is a truly happy person. Also, the deepest beauties and truths are found in still and simple surroundings.

To:

All the great folks in DHS!

Training Tidbits

Are you yearning for learning? Below are just a few of the upcoming training opportunities supported by the department:

Utah's 4th Drug Endangered Children Conference

August 8-9, 2007

Westminster College

Salt Lake City, Utah

For additional/registration information contact Pediatric Education Services, Primary Children's Medical Center, 801-662-3501 or 800-910-7262.

Note: Registration fees apply.

Meth and Families: All-Day Workshop for Families

August 25, 2007

Utah County Substance Abuse Services

Provo, Utah

For additional/registration information contact Celeste Tucker, 801-851-7127, cylestet.ucadm@state.ut.us or visit the DHS Conferences/Advanced Training Calendar, www.hstraining.utah.gov

Utah Domestic Violence Council 13th Annual Treatment Providers Conference

September 12-14, 2007

SouthTowne Expo Center

Sandy, Utah

For additional/registration information contact Katie Sutton, 801-521-5544 ext 105, ksutton@udvc.org, or visit the website, <http://udvc.org/>.

Note: Registration fees apply.



Read books, listen to tapes, attend seminars – they are decades of wisdom reduced to invaluable hours.

- Mark Victor Hansen

Utah Gerontological Society 2007 Fall Conference

September 18-19, 2007

Zermatt Resort & Spa

Midway, Utah

For additional/registration information contact Sonnie Yudell, 801-538-3926, syudell@utah.gov or visit the website, <http://aging.utah.edu/ugs/fallconference2007.html>.

Note: Registration fees apply.

Fall Conference on Substance Abuse

September 26-28, 2007

Dixie Convention Center

St. George, Utah

For additional/registration information contact Lynette Willie, 801-538-4410, lwillie@utah.gov.

Note: Registration fees apply.

Utah State Developmental Center 2007 Annual Fall Conference

October 3, 2007

Utah State Developmental Center

American Fork, Utah

For additional/registration information contact Dan Chase, 801-763-4261, dchase@utah.gov.

Note: Registration fees may apply.

Are you aware of a training or conference that we don't have listed? If so, please notify Elizabeth Sollis, esollis@utah.gov 801-538-4275. You may also submit events online on the training calendars, www.hstraining.utah.gov.



ANNOUNCING—NOMINATIONS ARE OPEN

Department of Human Services Executive Director's Awards 2007

SUPERVISOR OF THE YEAR

Promotes the value and critical role of front-line supervisors across the department.

EXECUTIVE DIRECTOR'S AWARD

The highest award bestowed by DHS. Nominations will describe exceptional service on the job, community service and character.

CAREER ACHIEVEMENT AWARD

Recognizes a DHS employee whose contributions, efforts, and dedication demonstrates a career of integrity and excellence that promotes the Department's mission and values. DHS employees who have at least 20 years of service as of December 31, 2007 are eligible.

ADDITIONAL INFORMATION

- Nominations accepted July 2 until July 31, at 5:00 p.m.
- Awards will be presented at the Annual Executive Director's Awards Luncheon, September 17, 2007.
- For information contact Donna Russell, Program Manager, dlrussell@utah.gov or 801/538-4608

For full nomination criteria:

http://www.hsemployees.utah.gov/pdf/announcement_nominations_2007.pdf

Nominations
open July 2-31



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